



# FUSION CALLOUT

## USER GUIDE

FUSION-CALLOUT

CCTV System Management Software

Issue 01

# Contents

<b>CONTENTS .....</b>	<b>1</b>
<b>CONTENTS .....</b>	<b>2</b>
<b>INTRODUCTION .....</b>	<b>3</b>
<b>LOGON .....</b>	<b>4</b>
<b>CREATE A NEW FAULT REPORT .....</b>	<b>5</b>
STEP 1: CATEGORY OF FAULT AND PERSON REPORTING FAULT .....	6
STEP 2: PERSONAL DETAILS OF PERSON REPORTING FAULT .....	7
STEP 3: EQUIPMENT DESCRIPTION AND LOCATION .....	11
STEP 4: EQUIPMENT DESCRIPTION AND LOCATION .....	14
STEP5: EXTRA DETAILS .....	15
CALL CONTRACTOR AND FAX OR EMAIL FAULT REPORT.....	15
<b>LOG FAULT ATTENDANCE .....</b>	<b>18</b>
<b>LOG FAULT RESOLUTION .....</b>	<b>21</b>
<b>MODIFY A FAULT REPORT.....</b>	<b>24</b>
<b>FILTER FAULT REPORTS .....</b>	<b>27</b>
<b>GENERATE FIXED REPORT .....</b>	<b>29</b>
<b>GENERATE USER DEFINED REPORT .....</b>	<b>32</b>
FAULT CREATED DATES .....	33
FAULT CREATED TIMES .....	33
FAULT STATUS .....	34
CONTRACTOR .....	35
URGENT OR SUSPENDED .....	35
ATTENDANCE OR FAULT FIX PENALTIES .....	35
AREA / BUSINESS DISTRICT .....	36
SORT ORDER .....	36
GENERATE REPORT .....	36
<b>CONTRACTOR PERFORMANCE .....</b>	<b>37</b>
<b>“TOP 25” FAULT REPORTS.....</b>	<b>40</b>
<b>EMAIL HISTORY REPORT .....</b>	<b>41</b>
<b>SUPPORT .....</b>	<b>43</b>
<b>WARRANTY .....</b>	<b>44</b>
<b>APPENDIX I FAULT HISTORY .....</b>	<b>46</b>
<b>APPENDIX II FAULT REPORT FLOW DIAGRAM .....</b>	<b>46</b>

# Introduction

Thank you for purchasing Meyertech's **FUSION-CALLOUT** software. Please read this user guide prior to using the software. It will help you to achieve the maximum benefit from the software application.

This manual covers day-to-day operation of the software. Please refer to the FUSION-CALLOUT Installation Manual for more comprehensive details.

## What is FUSION-CALLOUT?

As part of the FUSION software suite of applications, FUSION-CALLOUT helps organisations to manage *Service / Maintenance Contracts* effectively.

An essential part of a Service / Maintenance contract is a reliable documented fault reporting and tracking structure to ensure compliance with the contract conditions.

FUSION-CALLOUT provides this with comprehensive facilities for reporting and tracking faults, monitoring response and rectification times and when necessary automated generation of contract default notices.

As well as this FUSION-CALLOUT comes with powerful management reporting facilities which link directly into the Microsoft Office environment.

### KEY FEATURES

- MANAGE CCTV, ALARM, ACCESS CONTROL, CONCIERGE, SYSTEM FURNITURE SERVICE AND MAINTENANCE CONTRACTS EFFECTIVELY
- REPORT AND TRACK FAULTS IN REAL TIME
- MONITOR RESPONSE AND RECTIFICATION TIMES
- AUTO ACCOUNTS FOR BANK HOLIDAYS
- PRODUCE DETAILED MONTHLY SERVICE PERFORMANCE REPORTS
- AUTOMATICALLY FAXES CALLOUT REQUESTS TO THE SERVICE PROVIDER

The features described in this manual refer to :

**Version 1.4 of the Fusion-Callout Application**

The information in this manual is believed to be accurate and reliable. However, Meyertech Limited assumes no responsibility or liability for its use, or for any infringement of patents or other rights of third parties, which may result from its use. No license is granted by implication or otherwise under any patent or other rights of Meyertech. All specifications are subject to change without prior notice.

**MEYERTECH LIMITED** is committed to continuous product development and therefore reserves the right to change specifications without notice.

©2005 ALL RIGHTS RESERVED

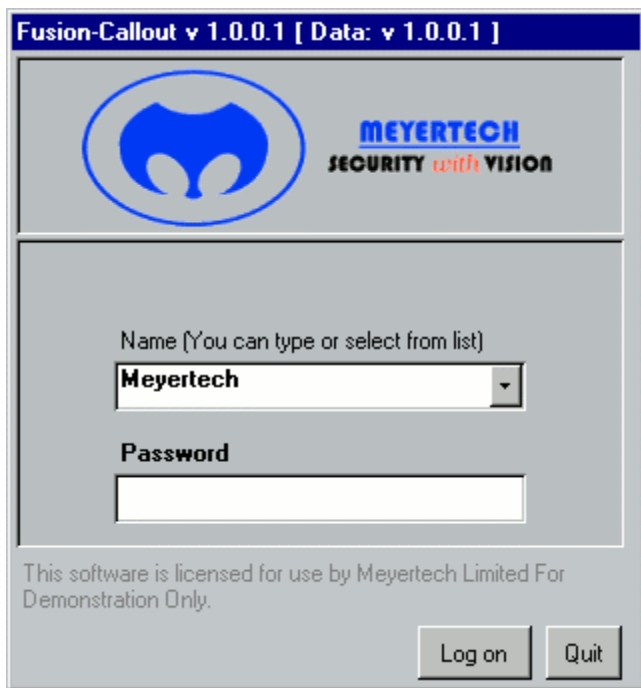
Meyertech, the Meyertech logo, Security with Vision, FUSION, the FUSION logo, ZoneVu, the ZoneVu logo are either registered trademarks or trademarks of Meyertech limited incorporated in the United Kingdom and/or other countries.

**MEYERTECH LIMITED**

FUSION-CALLOUT

## Logon

In order to use FUSION-CALLOUT you must first log on using the logon form shown below.

The image shows a logon window for Fusion-Callout v 1.0.0.1. The window has a title bar with the text "Fusion-Callout v 1.0.0.1 [ Data: v 1.0.0.1 ]". Below the title bar is a header area containing a blue logo of a stylized cat face and the text "MEYERTECH SECURITY with VISION". The main area of the window contains a label "Name (You can type or select from list)" above a text box with a dropdown arrow, which currently displays "Meyertech". Below this is a label "Password" above an empty text box. At the bottom of the window, there is a line of text: "This software is licensed for use by Meyertech Limited For Demonstration Only." and two buttons labeled "Log on" and "Quit".

### **Logon Form**

Enter your user name into the "Name" field, or select it from the associated drop down list.

Enter your password into the "Password" field, and press the <Enter> key or click the "Log on" button.

If the password is correct, the "Fault Reports" form will be displayed. Otherwise, a dialogue box will be displayed asking you to try again.

# Create a New Fault Report

A new fault report is created using the “Fault Reports” form.

**Fusion-Callout: Fault Reports**  
Fault Ref: WCC -0503-000001  
Cleared ✓ Urgent

**Fault Details** | Required Responses

Fault ID: 1 Contractor: Fred Bloggs CCTV

**Categories**  
Input-1  
Equipment Category: CCTV  
PRF Category: Tenant

**PRF Details**  
Input-2  
Person Name: Fred  
Address: CCTV  
1st Lines  
2nd Line  
3rd Line  
Post Code: City name  
Tel No: 568235

**Equipment Details**  
Input-3  
Equipment Description: EVCR 3  
Equipment ID: 3  
Location: Control Room  
Address: asdads  
Post Code: Stockport

**Fault Details**  
Input-4  
Original Fault Description: dfgdgdg  
Fault Category: ☐ Non-Urgent ☒ Urgent

**Additional Fault Details**  
Input-5  
Location Details  
Access Info  
Special Info

Created By: AdrianD 01/05/2003 09:00  
Modified By: Installer 14/10/2005 16:02

1 of 63 Wizard [New] [Modify]

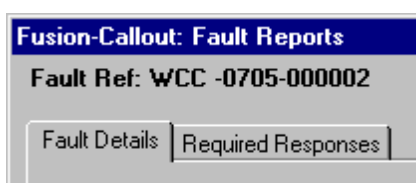
## Fault Reports Form – Fault Details Page

If this form is not currently visible, press the “Faults” button in the menu bar at the top of the program window.



## Faults Menu Button

If the “Fault Details” page is not currently visible, click its tab at the top of the page.



## Fault Reports Form - Page Tabs

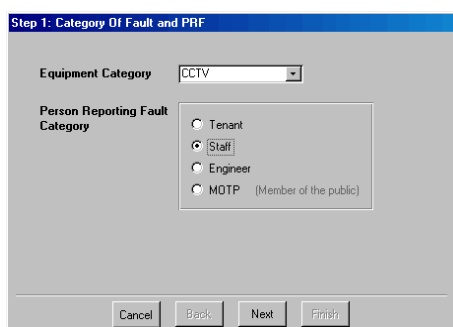
Make sure that the “Wizard” tick box at the bottom of the form is ticked, and then click on the “New” button.



### ***Wizard Tick Box and New Button***

## Step 1: Category of Fault and Person Reporting Fault

The first dialogue box displayed by the wizard requires the category of equipment at fault, and person reporting the fault.



### ***Wizard Step 1 Dialogue Box – Category of Fault and Person Reporting Fault***

Select the relevant equipment category for this fault from the “Equipment Category” drop-down list.

Click the “Person Reporting Fault Category” radio button that describes the person reporting the fault. Note that the acronym MOTP stands for “Member Of The Public”.

Click the “Next” button, and the wizard will display the next dialogue box. Note that you can’t click the “Next” button until both the equipment and person categories have been selected.

## Step 2: Personal Details of Person Reporting Fault

The next dialogue box displayed requires the name and contact details of the person reporting the fault. Depending on the type of person chosen in the previous dialogue box, the contents of the “Personal Details” dialogue box change as shown below.


### Tenant

If the person reporting the fault is a tenant, then some of their address details can be extracted from the tenants list.

**Step 2: Personal Details of PRF**

**Enter details for Tenant**

Name	Howard Little
House No.	107
Street Group Apt.	102 - 109
Street Group Block	Chetton Green
District/City	Chetton Green
Post Code	PT12 9TH
Tel No	02839 263718



### ***Wizard Step 2 Dialogue Box – Tenant Details***

Click the house icon button to show the tenants list.

**Select House**

<b>1 Business District</b>	Heathtown
<b>2 Block</b>	Brockfield House
<b>3 Apartment</b>	1 - 108

### ***Tenants List Dialogue Box***

Select the tenant details using the “Business District”, “Block” and “Apartment” drop-down list boxes, and then click “Done” to close the tenants list and transfer the selected details to the “Personal Details” dialogue box.

Once you have entered the details, click the “Next” button, and the wizard will display the next dialogue box. Note that you can’t click the “Next” button until all the fields with yellow backgrounds have been completed.

## Staff

If the person reporting the fault is a member of staff, then the details refer to their normal work address.

**Step 2: Personal Details of PRF**

**Enter details for Staff**

Name	Hugh James
Department	CCTV/Concierge
Authority	WCC
Post Code	W123 ABC
Tel No	012345 567 789

Cancel Back Next Finish

### ***Wizard Step 2 Dialogue Box – Member of Staff Details***

Use the “Name” drop-down list box to select the required staff member from the list of operators. This automatically fills in the “Department”, “Authority”, “Post Code” and “Tel No” fields using the common staff details.

Once you have entered the details, click the “Next” button, and the wizard will display the next dialogue box. Note that you can’t click the “Next” button until all the fields with yellow backgrounds have been completed.



## Engineer

If the person reporting the fault is an engineer, then the details refer to the company they work for.

**Step 2: Personal Details of PRF**

**Enter details for Engineer**

Name	Mark Liddel
Department	External Projects
Company	Sintronics Ltd
Post Code	QM23 9ET
Tel No	04215 726390

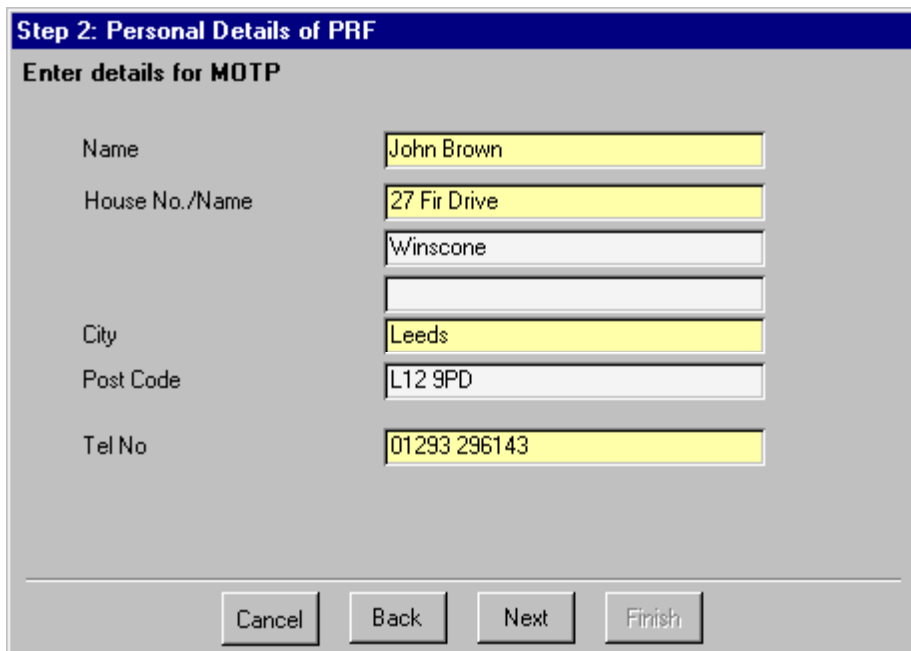
Cancel Back Next Finish

### ***Wizard Step 2 Dialogue Box – Engineer Details***

Fill in the engineer's details, click the "Next" button, and the wizard will display the next dialogue box. Note that you can't click the "Next" button until all the fields with yellow backgrounds have been completed.

## Member of the Public

If the person reporting the fault is a member of the public, then the details refer to their home address.



The image shows a software dialog box titled "Step 2: Personal Details of PRF". Below the title bar, it says "Enter details for MOTP". The dialog contains several text input fields with labels to their left. The fields for "Name", "House No./Name", "City", "Post Code", and "Tel No" have yellow backgrounds and contain the text "John Brown", "27 Fir Drive", "Leeds", "L12 9PD", and "01293 296143" respectively. The field for "Winscone" is empty. At the bottom of the dialog, there are four buttons: "Cancel", "Back", "Next", and "Finish".

Field Label	Value
Name	John Brown
House No./Name	27 Fir Drive
	Winscone
City	Leeds
Post Code	L12 9PD
Tel No	01293 296143

Buttons: Cancel, Back, Next, Finish

### *Wizard Step 2 Dialogue Box – Member of The Public Details*

Fill in the person's details, click the "Next" button, and the wizard will display the next dialogue box. Note that you can't click the "Next" button until all the fields with yellow backgrounds have been completed.

### Step 3: Equipment Description and Location

The next dialogue box displayed requires the description and location of the equipment for which the fault is being reported. Depending on the type of equipment chosen in step 1, the contents of the “Equipment Description and Location” dialogue box change as shown below.

#### Concierge, Access Control or CCTV 2

For the “Concierge”, “Access Control” and “CCTV 2” equipment categories, the dialogues displayed to accept the equipment descriptions and locations are all very similar, with the only difference being the “Enter fault details for...” text on the first line.

The dialog box is titled "Step 3: Equipment Description and Location". It has a "Quick Select" panel on the left with two icons: a house icon and an equipment icon. The main area is titled "Enter fault details for Concierge" and contains several text input fields:

- Equipment Description: Internal telephone handset.
- Equipment ID: AP1023-221
- Equipment Location: Entrance hallway
- House No.: 15
- Street Group Apt.: 10-16
- Street Group Block: Ash Street
- District/City: Tettenhall Graisle
- Post Code: AP2 2FT

At the bottom are four buttons: Cancel, Back, Next, and Finish.

#### **Wizard Step 3 Dialogue Box – Concierge Equipment Description and Location**

As described above in step two, you can use the house icon button to show the tenants list, and automatically fill in the “Street Group Apt.”, “Street Group Block” and “District/City” fields.

Alternatively, you can click the equipment icon button to show the equipment list.

The dialog box is titled "Select Equipment Item". It contains three dropdown menus:

- Site: 0 (Site 0, Control Room, Festival House)
- Type: 3 (Monitors)
- Equipment Item: Mon 3

At the bottom are two buttons: Cancel and Done.

#### **Equipment List Dialogue Box**

Select the equipment details using the “Site”, “Type” and “Equipment Item” drop-down list boxes, and then click “Done” to close the equipment list and transfer the selected details to the “Equipment Description and Location” dialogue box.

Fill in the remaining fault details, click the “Next” button, and the wizard will display the next dialogue box. Note that you can’t click the “Next” button until all the fields with yellow backgrounds have been completed.

## CCTV

For the CCTV equipment category, most of the description and location details can be extracted from the site and camera details list.

The dialog box is titled "Step 3: Equipment Description and Location". It has a "Quick Select" sidebar on the left with two icons: a camera and a list of equipment. The main area is titled "Enter fault details for CCTV" and contains several text input fields. The fields "Equipment Description", "Equipment Location", "Building/Street", "City/Area", and "Post Code" have yellow backgrounds, indicating they are required. The "Equipment ID" field has a grey background. The values entered are: Equipment Description: "CCTV camera", Equipment ID: "Site No. 8 Camera No.49", Equipment Location: "Prospect Street/Albion Street", Building/Street: "Prospect Street/Albion Street", City/Area: "Myton", and Post Code: "EP14 9JD". At the bottom are four buttons: "Cancel", "Back", "Next", and "Finish".

### **Wizard Step 3 Dialogue Box – CCTV Equipment Description and Location**

Click the camera icon button to show the site and camera details list.

The dialog box is titled "Select A Camera". It contains two rows of controls. The first row is for "Site", with a yellow background dropdown menu showing "8" and a text box containing "Town Centre". The second row is for "Camera", with a yellow background dropdown menu showing "49" and a text box containing "Prospect Street/Albion Street". At the bottom right are two buttons: "Cancel" and "Done".

### **Site and Camera Details List Dialogue Box**

Select the required site and camera using the “Site” and “Camera” drop-down list boxes, then click “Done” to close the list and transfer the selected details to the “Equipment Description and Location” dialogue box.

Alternatively, you can click the equipment icon button to show the equipment list as described in the “Concierge, Access Control or CCTV 2” section above.

Once you have entered the details, click the “Next” button, and the wizard will display the next dialogue box. Note that you can’t click the “Next” button until all the fields with yellow backgrounds have been completed.

### System Furniture or Alarm

For the “System Furniture” and “Alarm” equipment categories, the dialogue boxes displayed to accept the equipment descriptions and locations are all very similar, with the only difference being the “Enter fault details for...” text on the first line.

#### ***Wizard Step 3 Dialogue Box – Alarm Equipment Description and Location***

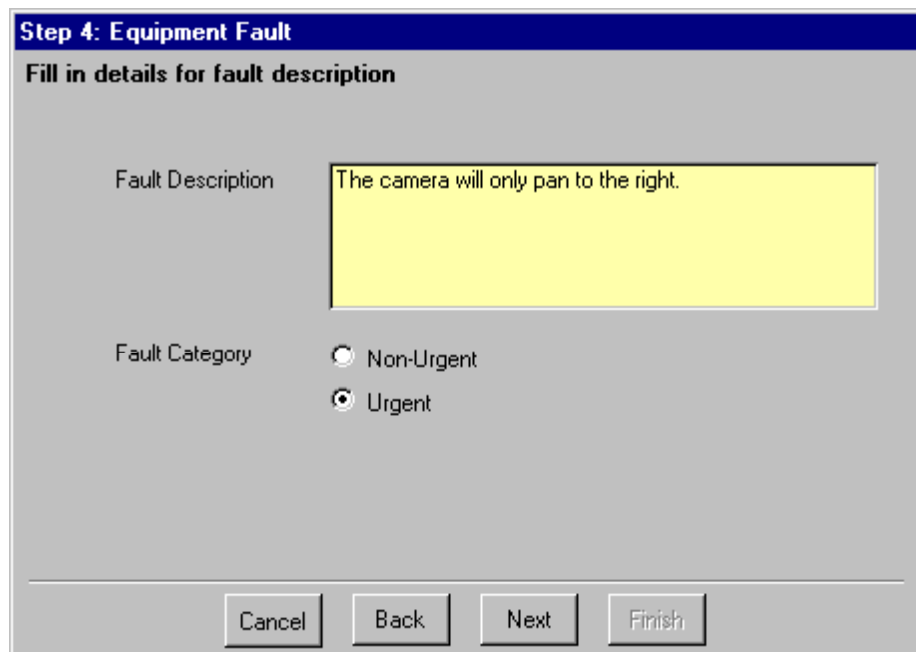
As described above in step two, you can use the house icon button to show the tenants list, and automatically fill in the “City/Area” field and the two address fields above it.

Alternatively, you can click the equipment icon button to show the equipment list as described in the “Concierge, Access Control or CCTV 2” section above.

Fill in the remaining fault details, click the “Next” button, and the wizard will display the next dialogue box. Note that you can’t click the “Next” button until all the fields with yellow backgrounds have been completed.

## Step 4: Equipment Description and Location

The next dialogue displayed requires a description of the fault and its urgency.



**Step 4: Equipment Fault**

Fill in details for fault description

Fault Description: The camera will only pan to the right.

Fault Category:

- ☐ Non-Urgent
- ☒ Urgent

Buttons: Cancel, Back, Next, Finish

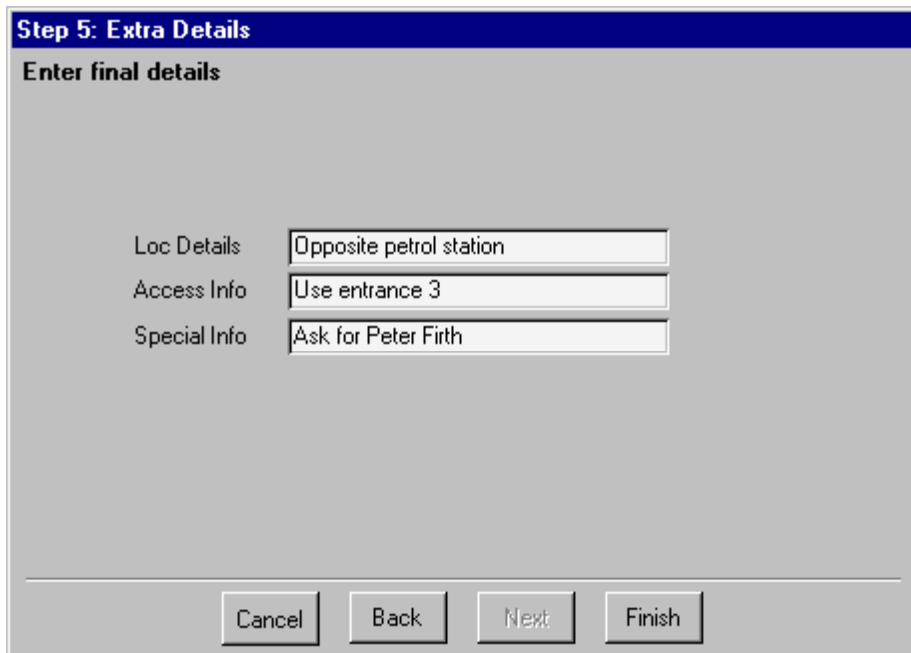
### ***Wizard Step 4 Dialogue Box – Equipment Fault Description***

Enter a description of the fault into the “Fault Description” edit box, and click on the “Urgent” or “Non-Urgent” radio button as appropriate.

Click the “Next” button, and the wizard will display the next dialogue box. Note that you can’t click the “Next” button until both the description and category fields have been completed.

## Step5: Extra Details

The final dialogue displayed allows any additional details to be recorded.



The dialog box titled "Step 5: Extra Details" has a subtitle "Enter final details". It contains three input fields with labels to their left: "Loc Details" with the text "Opposite petrol station", "Access Info" with the text "Use entrance 3", and "Special Info" with the text "Ask for Peter Firth". At the bottom of the dialog are four buttons: "Cancel", "Back", "Next", and "Finish".

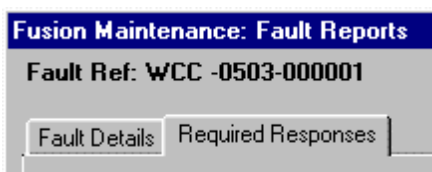
### ***Wizard Step 5 Dialogue Box – Extra Details***

Once you have entered the details, or if no extra details are needed, press the “Finish” button, and all the details entered for steps 1 to 5 will be used to create a new fault report.

Note that you can use the “Back” and “Next” buttons to move backwards and forwards through steps 1 to 5 in order to make any changes required before pressing the “Finish” button.

## Call Contractor and Fax or Email Fault Report

You must now contact the relevant contractor, inform them of the fault, and obtain a contractor reference. To do this, switch to the “Required Responses” page of the new fault report by clicking on the tab at the top of the page.



The form titled "Fusion Maintenance: Fault Reports" displays "Fault Ref: WCC -0503-000001". At the bottom, there are two tabs: "Fault Details" and "Required Responses". The "Required Responses" tab is currently selected.

### ***Fault Reports Form – Required Responses Page Tab***

Fusion-Callout: Fault Reports		Non Urgent	
Fault Ref: WCC -1105-000261			
<b>Fault Details</b>	<b>Required Responses</b>		
<b>Call Contractor And Fax</b> <input type="button"/> Input-6.1 Confirm details and auto email <input type="button"/> Input-6.2 Confirm report sent by fax/email <input type="button"/> Input-6.3 Call contractor		<b>Fault Logged Datim And Ref</b> Original Fault Log Datim [ ] [ ] Current Fault Log Datim [ ] [ ] Contractor Ref [ ] [ ] Ref Confirmed By [ ] [ ] Fault Ref Confirmed [ ] [ ]	
<b>Fault Attendance And Resolution</b> <input type="button"/> Input- 7.1 Fault Attended At [ ] [ ] Fault Attended By [ ] [ ]  <input type="button"/> Input- 7.2 Fault Resolved At [ ] [ ] Fault Resolved By [ ] [ ]  <input type="button"/> Input- 7.3 <input type="button"/> Add Note How Was Fault Resolved (Fault fixed/not fixed/not found) <div style="border: 1px solid black; height: 40px;"></div>		<b>Close the Fault</b> <input type="button"/> Input- 8.1 - Final <input type="checkbox"/> Set Outcome <input checked="" type="radio"/> Fault not cleared <input type="radio"/> Fault was fixed, report cleared <input type="radio"/> Fault was not found, report cleared <input type="radio"/> Fault was fixed, report cleared. Related fault found. Raise new report <input type="radio"/> Fault was not found, report cleared. Related fault found. Raise new report	
		<b>Required Performance</b> Attend By [ ] [ ] Time Offset Day Hr [0] [0] Resolution By [ ] [ ] [0] [0]	
		<b>Penalties</b> Response Penalty Count [0] Fix Fault Penalty Count [0]	
		<b>Global All Faults Check</b> <input type="button"/> Check Penalty Status Now Last manual check at 28/10/2005 13:11:00 Last system check at 11/11/2005 15:44:00 Next system check ...	

## Fault Reports Required Responses Page

You record the steps involved in contacting the contractor by using the “Call Contractor And Fax” button group.

Call Contractor And Fax

Input-6.1

☐

Confirm details and auto email

Input-6.2

☐

Confirm report sent by fax/email

Input-6.3

☐

Call contractor

### Call Contractor and Fax Button Group

Click the “Confirm Details and auto email” button to print the fault report. This may also automatically fax or email it to the contractor, if FUSION-Callout has been set up to do so. If this is not the case, then either fax or email the report to the contractor by clicking on the fax or email button at the bottom of the form.



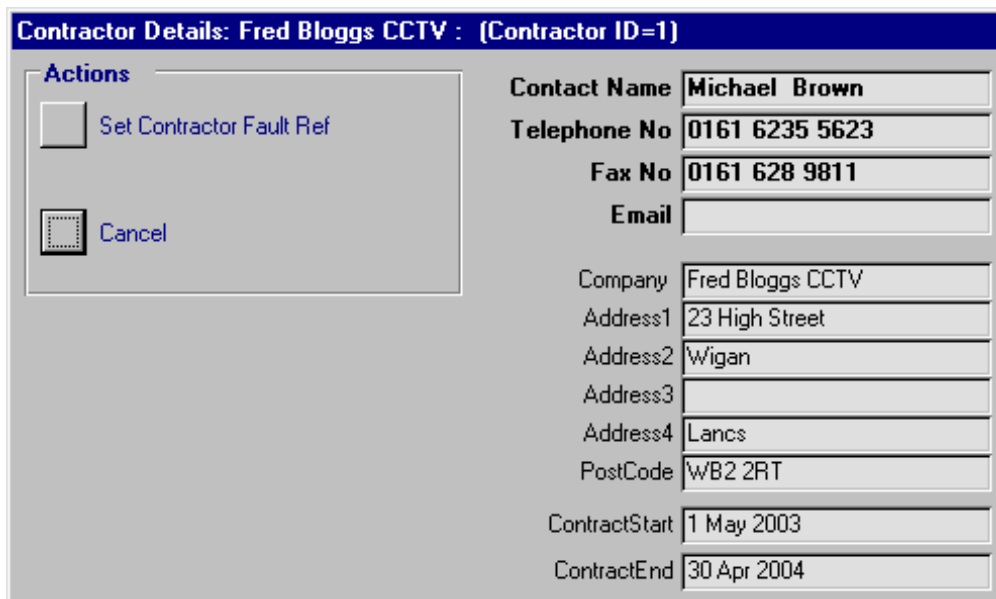
### **Fault Report Fax and Email Buttons**

If WinFax is not enabled then you will need to fix the printed fault report by hand.

Click the "Confirm report sent by fax/email" button once the fax or email has been sent.



Next, click the “Call Contractor” button to display the contractor’s details.



The dialog box displays the following information:

Contractor Details: Fred Bloggs CCTV : (Contractor ID=1)	
<b>Actions</b>	<b>Contact Name</b> Michael Brown
	<b>Telephone No</b> 0161 6235 5623
<input type="checkbox"/> Set Contractor Fault Ref	<b>Fax No</b> 0161 628 9811
<input type="checkbox"/> Cancel	<b>Email</b>
	<b>Company</b> Fred Bloggs CCTV
	<b>Address1</b> 23 High Street
	<b>Address2</b> Wigan
	<b>Address3</b>
	<b>Address4</b> Lancs
	<b>PostCode</b> WB2 2RT
	<b>ContractStart</b> 1 May 2003
	<b>ContractEnd</b> 30 Apr 2004

### **Contractor Details Dialogue Box**

Use these details to contact the contractor and obtain a reference for this fault report. If a reference is not available immediately, you can close the dialogue box using the “Cancel” button and re-open it later by clicking the “Call Contractor” button again.

When you have a contractor reference, click the “Set Contractor Fault Ref” button and enter the name of the person who supplied the reference, and the reference itself. These will now appear in the “Contractor Ref” and “Ref Confirmed By” fields on the “Required Responses” page.

You can see a summary of the current state of the fault report by clicking the “View Status” button in the menu bar.



### **View Status Menu Bar Button**

## Log Fault Attendance

When an engineer attends in response to a fault report, this is logged using the “Fault Reports” form.

### **Fault Reports Form – Required Responses Page**

If this form is not currently visible, press the “Faults” button in the menu bar at the top of the program window.



### **Faults Menu Button**

If the “Required Responses” page is not currently visible, click its tab at the top of the page.

### **Fault Reports Form - Page Tabs**

Select the relevant fault report using the buttons in the bottom left corner of the form.



Selects the first fault report.



Selects the previous fault report.



Selects the next fault report.



Selects the final fault report.

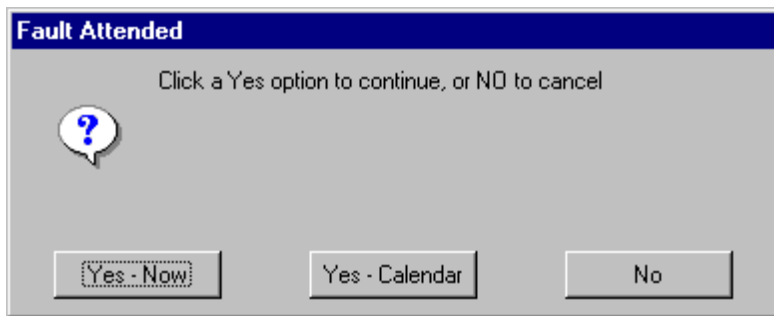
If there are a lot of fault reports you can apply a filter to show only the ones you are interested in – see “Filter Fault Reports” below.

The attendance, and if appropriate the fault resolution, are logged using the “Fault Attendance And Resolution” control group.

A screenshot of a software interface titled "Fault Attendance And Resolution" in red text. The form is divided into three sections: "Input- 7.1" with fields for "Fault Attended At" (a date/time picker) and "Fault Attended By" (a text box); "Input- 7.2" with fields for "Fault Resolved At" (a date/time picker) and "Fault Resolved By" (a text box); and "Input- 7.3" with a checkbox labeled "Add Note" and a text box labeled "How 'was Fault Resolved (Fault fixed/not fixed/not found)".

### ***Fault Attendance And Resolution Control Group***

Click the button next to the “Fault Attended At” fields to display the “Fault Attended” dialogue box.



### ***Fault Attended Dialogue Box***

Click the "Yes – Now" button to log the current date and time, or click "Yes – Calendar" to select a different date and time. You will be asked to provide the name of the engineer attending, and then all the attendance details will be entered into the fault report.

## Log Fault Resolution

When an engineer resolves a fault in response to a fault report, this is logged using the “Fault Reports” form. Note that a fault can’t be logged as resolved until the fault attendance details have been logged – see “Log Fault Attendance” above.

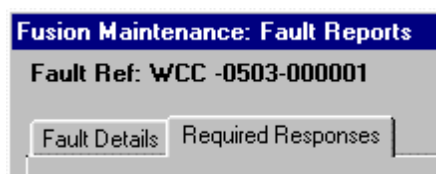
### **Fault Reports Form – Required Responses Page**

If this form is not currently visible, press the “Faults” button in the menu bar at the top of the program window.



### **Faults Menu Button**

If the “Required Responses” page is not currently visible, click its tab at the top of the page.



### **Fault Reports Form - Page Tabs**

Select the relevant fault report using the buttons in the bottom left corner of the form.



Selects the first fault report.



Selects the previous fault report.



Selects the next fault report.



Selects the final fault report.

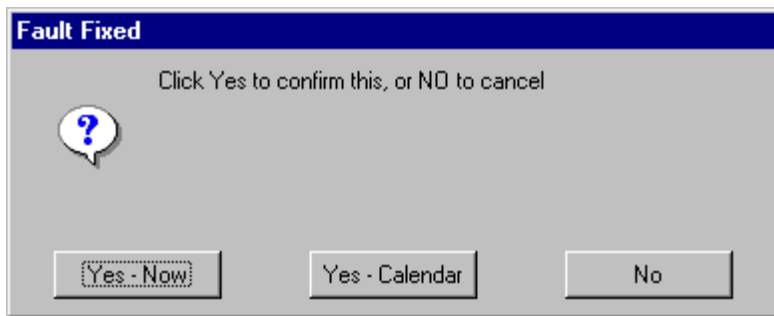
If there are a lot of fault reports you can apply a filter to show only the ones you are interested in – see “Filter Fault Reports” below.

The fault resolution is logged using the “Fault Attendance and Resolution” control group.

A screenshot of the 'Fault Attendance And Resolution' control group. It contains three input sections: 'Input- 7.1' with fields for 'Fault Attended At' (date and time) and 'Fault Attended By' (text); 'Input- 7.2' with fields for 'Fault Resolved At' (date and time) and 'Fault Resolved By' (text); and 'Input- 7.3' with an 'Add Note' button and a text area for 'How Was Fault Resolved (Fault fixed/not fixed/not found)'. Each date/time field has a small calendar icon.

### ***Fault Attendance And Resolution Control Group***

Click the button next to the “Fault Resolved At” fields to display the “Fault Fixed” dialogue box.

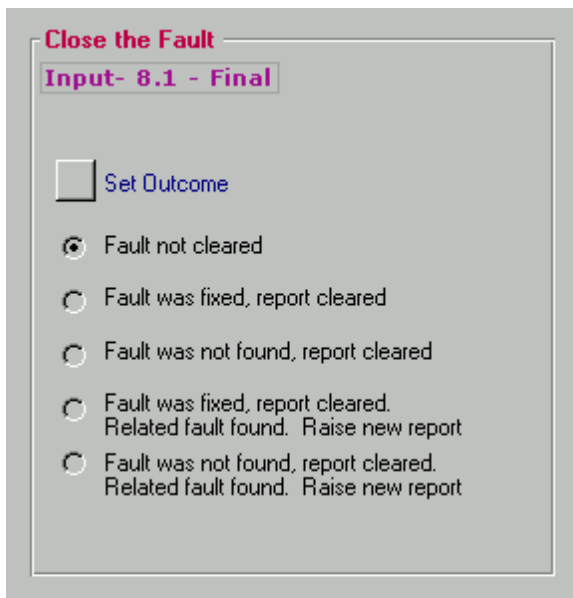


### ***Fault Fixed Dialogue Box***

Click the “Yes – Now” button to log the current date and time, or click “Yes – Calendar” to select a different date and time. You will be asked to provide the name of the engineer, and then all the fault resolution details will be entered into the fault report.

You can click the “Add Note” button to add a note describing how the fault was resolved.

Once the fault has been resolved it must be closed using the “Close the Fault” control group.



### ***Close the Fault Control Group***

Click the “Set Outcome” button to enable the radio buttons below it, then click the one that describes the outcome.

You can print the final closed fault report by clicking the print button in the bottom right corner of the form. Fax this report to the contractor as confirmation of the final outcome.

# Modify a Fault Report

A fault report can be modified using the “Fault Reports” form.

**Fusion-Callout: Fault Reports**  
Fault Ref: WCC -1105-000261

**Non Urgent**

**Fault Details** | Required Responses

**Categories**  
**Input-1**  
Equipment Category: CCTV  
PRF Category: Staff

**PRF Details**  
**Input-2**  
Person Name: User 1  
Address: CCTV/Concierge  
Post Code: W123 ABC  
Tel No: 012345 567 789

**Equipment Details**  
**Input-3**  
Equipment Description: CCTV camera  
Equipment ID: Site No. 8 Camera No.47  
Location: Hull College  
Address: Hull College  
Post Code: Myton

**Fault Details**  
**Input-4**  
Original Fault Description: Cannot focus image  
Fault Category: ☒ Non-Urgent ☐ Urgent

**Additional Fault Details**  
**Input-5**  
Location Details:  
Access Info:  
Special Info:

Created By: Meyertech 14/11/2005 10:53  
Modified By: Meyertech 14/11/2005 10:53

64 of 65

Wizard ☒ New Modify

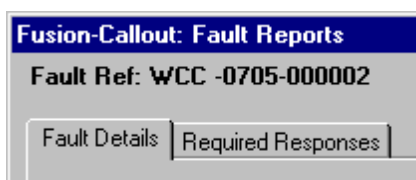
## Fault Reports Form

If this form is not currently visible, press the “Faults” button in the menu bar at the top of the program window.



## Faults Menu Button

If the “Fault Details” page is not currently visible, click its tab at the top of the page.



## Fault Reports Form - Page Tabs



Select the relevant fault report using the buttons in the bottom left corner of the form.



Selects the first fault report.



Selects the previous fault report.



Selects the next fault report.



Selects the final fault report.

If there are a lot of fault reports you can apply a filter to show only the ones you are interested in – see “Filter Fault Reports” below.

To modify the fault report details click the “Modify” button at the bottom of the form.

### **Fault Details Page Enabled for Modification**

Make the required changes to the detail fields and then click the “Save” button to make the changes permanent. Alternatively, click the “Cancel” button and any changes made will be lost.

You can modify the “Required Responses” page by clicking the buttons used to enter the details originally – see “Log Fault Attendance” and “Log Fault Resolution” above. In this case you don’t need to click the “Modify” button.

Also on the “Required Responses” page, the “Attend By” and “Resolution By” dates and times can be adjusted, with the reason for the change being added to the fault history log. This is useful where, for example, access to a particular fault is delayed by circumstances beyond the contractor’s control or responsibility.



**Required Performance**

	Date	Time	Day	Hr	Time Offset
Attend By	Thu Oct 6 2005	17:37:02	0	0	
Resolution By	Fri Oct 7 2005	13:37:02	0	0	

### **Required Responses Page – Required Performance Control Group**

Click the relevant button next to the “Time Offset” fields to display the “Adjust Fault Attend By Datim” or “Adjust Fault Fix By Datim” dialogue box. They are very similar, so only one is shown here.



**Adjust Fault Fix By Datim**

Fri Oct 7 2005 13:37:02

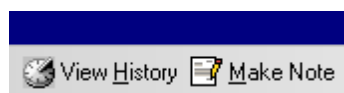
		Time Offset	
		Day	Hr
Days	Hours	0	0

Close

### **Adjust Fault Fix By Datim Dialogue Box**

Click the up and down arrows to adjust the date and time by the required number of days and hours, and then click the “Close” button. You will then be asked to enter the reason for the change.

You can add notes to the history of the current fault report, and view previous notes using the “Make Note” and “View History” buttons on the menu bar.



### **View History and Make Note Menu Bar Buttons**

If you have Supervisor rights, you can suspend or active the current fault report using the “Suspend” and “Activate” buttons on the menu bar. You will be asked for the reason the fault report is being suspended or activated, and your reply will be added to its history.



### **Suspend and Activate Menu Bar Buttons**

While a fault report is suspended, no penalties will be raised for it. When it is subsequently activated, the period of time for which it was suspended is not included in the calculation of future penalties.

# Filter Fault Reports

The reports displayed by the “Fault Reports” form can be filtered so that only those of interest are shown.

Click the “Filter” button in the bottom right corner of the “Fault Reports” form to display the “Filter Settings” dialogue box.



Fault Report Filter Button

Filter Settings

Fault Date

☐ Less than 1 week

Fault Cleared

☐ Yes

☐ No

☒ Don't Care

Fault Fixed

☐ Yes

☐ No

☒ Don't Care

Urgent

☐ Yes

☐ No

☒ Don't Care

Fault Suspend

☐ Yes

☐ No

☒ Don't Care

Quick Settings

☐ Clear All Filter Settings

☐ Show All Faults Not Cleared

☐ Show All Faults Not Cleared in last week

☐ Show All Urgent Faults Not Cleared in last week

Cancel

OK

Filter Settings Dialogue Box

Click one of the “Quick Settings” buttons to automatically set the filter settings so that only the specified fault reports are displayed.

Alternatively, modify the settings in the “Fault Date”, “Fault Cleared”, “Fault Fixed”, “Urgent” and “Fault Suspend” control groups, to build a custom filter.

Fault Date

Tick the “Fault Date” tick box to enable the drop down list box, and then choose the period of time you are interested in.

Fault Cleared

Click “Yes” to only see faults that have been cleared, “No” to only see those that have not been cleared, or “Don't Care” to see either.

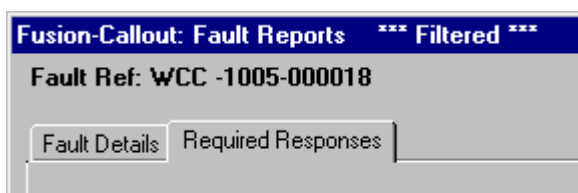
**Fault Fixed** Click “Yes” to only see faults that have been fixed, “No” to only see those that have not been fixed, or “Don’t Care” to see either.

**Urgent** Click “Yes” to only see faults that are urgent, “No” to only see those that are not urgent, or “Don’t Care” to see either.

**Fault Suspended** Click “Yes” to only see faults that have been suspended, “No” to only see those that are active, or “Don’t Care” to see either.

Several filter settings can be used together. For example, set both “Fault Cleared” and “Fault Fixed” to “Yes” to show only those fault reports that have been fixed and cleared.

Click the “OK” button close the “Filter Settings” dialogue box and apply the filter. Note that while a filter is applied, the text “\*\*\* Filtered \*\*\*” will appear in the title bar of the “Fault Reports” form.



### ***Fault Reports Filtered Indicator***

You can turn the fault report filter off by clearing the “Fault Date” tick box, and setting all the filter radio buttons to “Don’t Care”.

# Generate Fixed Report

A number of fixed reports showing the current status of selected faults can be generated and printed using the “Fixed Reports” page of the “Reports” form.

The screenshot shows the 'Fusion-Callout: Reports' window with the 'Fixed Reports' tab selected. The window has a blue title bar and a grey border. Inside, there's a tabbed interface with 'Fixed Reports', 'User Defined Filters', 'Contractor Performance', 'Properties', 'Cameras', and 'Email'. The 'Fixed Reports' tab is active, showing two sections: 'Outstanding Fault Reports (fault reports not cleared)' and 'Suspended Fault Reports'. Under 'Outstanding Fault Reports', there are four checkboxes: 'All', 'With Attend penalties', 'With Fix penalties', and 'With Attend And Fix penalties'. Under 'Suspended Fault Reports', there is one checkbox: 'Currently Suspended Fault Reports'. The rest of the window is a large, empty grey area.

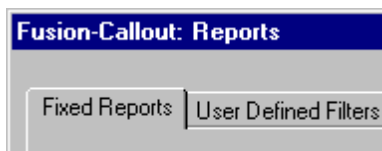
## **Reports Form – Fixed Reports Page**

If this form is not currently visible, press the “Reports” button in the menu bar at the top of the program window.



## **Reports Menu Button**

If the “Fixed Reports” page is not currently visible, click its tab at the top of the page.



## **Reports Form – Fixed Reports Page Tab**

Click one of the report buttons to generate a report showing the specified type of fault.

- AllGenerate a report showing all faults.
- With Attend PenaltiesGenerate a report showing only those faults for which one or more attendance penalties have been issued.
- With Fix PenaltiesGenerate a report showing only those faults for which one or more “fix fault” penalties have been issued.
- With Attend And Fix PenaltiesGenerate a report showing only those faults for which both attendance and “fix fault” penalties have been issued.
- Currently Suspended Fault ReportsGenerate a report showing only those faults that are currently in the “Suspended” state.

The report generated is displayed in the “Fault Log List” form.

Fault Log List For: All Outstanding Fault Reports

Fault Ref: WCC - - 000015

Suspended ☐

☒ Standard ☐ Urgent

Equip Category: CCTV

Contractor Name: Fred Bloggs CCTV

Equipment Description:

Equipment ID:

Fault Description:

Fault Log Datim:

Required Response Datim:

Fault Attended Datim:

Fault Attended By:

Required Fixed Datim:

Fault Fixed Datim:

Fault Fixed By:

Time Offset Day Hr: 0 0

Time Offset Day Hr:

Time Offset Day Hr: 0 0

Time Offset Day Hr: 0 0

Time Offset Day Hr: 0 0

Time Offset Day Hr: 0 0

Fault Repair:

Fault Ref: WCC - - 000011

Suspended ☐

☒ Standard ☐ Urgent

Equip Category: Concierge

Contractor Name: Attendo Systems

Equipment Description:

Equipment ID:

Fault Description:

Fault Log Datim:

Required Response Datim:

Fault Attended Datim:

Fault Attended By:

Required Fixed Datim:

Fault Fixed Datim:

Fault Fixed By:

Time Offset Day Hr: 0 0

Time Offset Day Hr:

Time Offset Day Hr: 0 0

Time Offset Day Hr: 0 0

Time Offset Day Hr: 0 0

Time Offset Day Hr: 0 0

Fault Repair:

Fault Ref: WCC - 0705 - 000001

Suspended ☒

☐ Standard ☒ Urgent

Equip Category: CCTV

Contractor Name: Fred Bloggs CCTV

Equipment Description: CCTV camera

Equipment ID: Site No. 8 Camera No.41

Fault Description: sdsdsad

Fault Log Datim: 06/10/2005 11:30:42

Required Response Datim: 06/10/2005 15:30:42

Fault Attended Datim:

Fault Attended By:

Required Fixed Datim: 07/10/2005 11:30:42

Fault Fixed Datim:

Fault Fixed By:

Time Offset Day Hr: 0 0

Time Offset Day Hr:

Time Offset Day Hr: 0 0

Time Offset Day Hr: 0 0

Time Offset Day Hr: 0 0

Time Offset Day Hr: 0 0

Fault Repair:

1 of 7

Details

Fault Log List Form – All Outstanding Fault Reports

The buttons along the bottom of the form have the following functions.

- Prints the list on the default printer.
- Selects the first fault report in the list.



Selects the previous fault report in the list.



Selects the next fault report in the list.



Selects the final fault report in the list.



Displays all the details for the currently selected fault in the list.



Closes the "Fault Log List" form.

# Generate User Defined Report

A number of user defined reports showing the current status of selected faults can be generated and printed using the “User Defined Filters” page of the “Reports” form.

The screenshot shows the 'Fusion-Callout: Reports' window with the 'User Defined Filters' tab selected. The interface includes several filter sections: 'Fault Created Dates' with 'From Date', 'To Date', and 'Start Month' (set to Jun 1905); 'Fault Created Times' with 'Apply Every Day', 'From Time', and 'To Time' (set to 1, 4, 8, 12); 'Fault Status' with a table of status options (e.g., 'Fault details entered', 'Fault found', 'Fault fixed') and checkboxes for 'Set all true', 'Set all false', and 'Set all don't care'; 'Contractor' with a dropdown; 'Urgent' with 'Yes' and 'No' radio buttons; 'Suspended' with 'Yes' and 'No' radio buttons; 'Penalty Attend' and 'Penalty Fix' with dropdowns; and 'Area / Business District' with a dropdown. A 'Sort Order' section at the bottom left allows sorting by 'Sort By' and 'Then By' with 'Ascending' and 'Descending' options. A 'Results' button is located at the bottom right.

## Reports Form – User Defined Filters Page

If this form is not currently visible, press the “Reports” button in the menu bar at the top of the program window.



## Reports Menu Button

If the “User Defined Filters” page is not currently visible, click its tab at the top of the page.



## Reports Form – User Defined Filters Page Tab



## Fault Created Dates

If you are interested in fault reports created over a particular range of dates, tick the “Fault Created Dates” tick box to enable its control group.



### ***Fault Created Dates Control Group***

Click the “From Date” button and select the first date in the required range.

To set the final date in the range, click either the “To Date” button, or one of the buttons below it. “D” sets the final date to be the same as the first date, so that the range covers a single day. “W” sets it so that the range covers a week, “M” covers a month, and “Y” a year. The “-” button clears both dates, so that the report will contain faults with any creation date.

The “Start Month” button can be clicked to set the initial month that will be shown when the “From Date” or “To Date” buttons are clicked.

## Fault Created Times

If you are interested in fault reports created during a particular period of the day, or wish to refine the start and end times of a larger date range, tick the “Fault Created Times” tick box to enable its control group.



### ***Fault Created Times Control Group***

Tick the “Apply Every Day” tick box if you are interested in fault reports created during a particular period of the day. For example, those fault reports that were created between 0:00 am and 6:00 am. If you do not tick this box, then the “From Time” is combined with the “From Date” in the “Fault Created Dates” control group, to define the start of the date range more precisely. Similarly, “To Time” is combined with “To Date” to define the end of the date range.

Click on the “From Time” or “To Time” button to enter the relevant time. As a short-cut, the “To Time” can be set to a pre-defined number of hours after the “From Time” by clicking one of the “1”, “4”, “8” or “12” hour buttons. The “-” button clears all the “Fault Created Times” fields.

Fault Status

If you are interested in fault reports with a specific status, tick the “Fault Status” tick box.

☒ **Fault Status**

Status	Select
Fault details entered	<input type="checkbox"/>
Fault details confirmed	<input type="checkbox"/>
Contractor fault ref	<input type="checkbox"/>
Fault form faxed	<input type="checkbox"/>
Contractor first attended site	<input type="checkbox"/>
Fault found	<input type="checkbox"/>
Fault fixed	<input type="checkbox"/>
Fault report cleared	<input type="checkbox"/>
Fault report printed	<input type="checkbox"/>

☐ Set all true

☐ Set all false

☐ Set all don't care

Fault Status Control Group

The individual status tick boxes have three states, “ticked”, “clear” and “don’t care”, which they cycle through as they are clicked. Only those fault reports that match all the selected criteria will be displayed in the final report. For example, to see only those reports that have been cleared, but not printed, click the “Fault report cleared” tick box until it is ticked, click the “Fault report printed” tick box until it is clear, and leave all the others in their “don’t care” states.

You can use the buttons at the bottom of the group to set all the tick boxes to the same state.

## Contractor

If you are interested in fault reports created with reference to a particular contractor, tick the “Contractor” tick box.

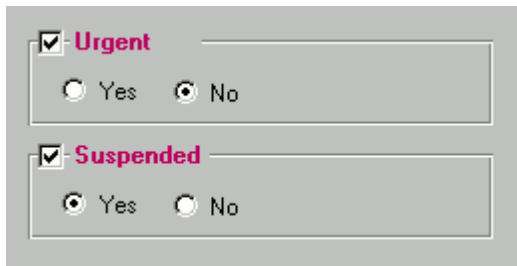
A screenshot of a web form control group. It features a checked checkbox labeled "Contractor" in red. Below the checkbox is a text input field containing the text "Fred Bloggs CCTV".

### ***Contractor Control Group***

Select the required contract from the drop-down list box.

## Urgent or Suspended

If you are interested in the urgency or suspended state of fault reports, tick the “Urgent” or “Suspended” tick boxes.

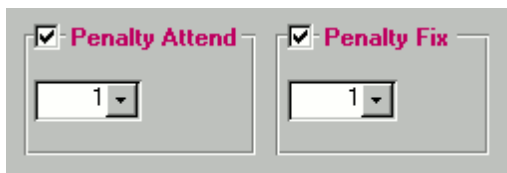
A screenshot of two stacked web form control groups. The top group has a checked checkbox labeled "Urgent" in red, followed by two radio buttons: "Yes" (unselected) and "No" (selected). The bottom group has a checked checkbox labeled "Suspended" in red, followed by two radio buttons: "Yes" (selected) and "No" (unselected).

### ***Urgent and Suspended Control Groups***

Click the “Yes” or “No” radio buttons to indicate the type of fault reports you are interested in.

## Attendance or Fault Fix Penalties

If you are interested in faults for which a number of penalties have been incurred, tick the “Penalty Attend” or “Penalty Fix” tick boxes.

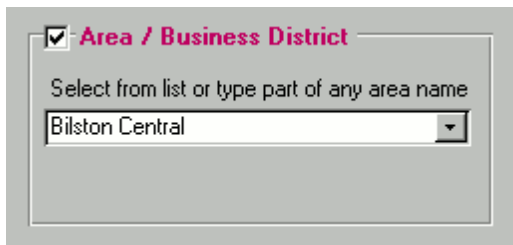
A screenshot of two side-by-side web form control groups. The left group has a checked checkbox labeled "Penalty Attend" in red, followed by a drop-down menu showing the number "1". The right group has a checked checkbox labeled "Penalty Fix" in red, followed by a drop-down menu showing the number "1".

### ***Penalty Attend and Fix Control Groups***

Select the number of penalties from the relevant drop-down list boxes, and the report will show those faults for which that number of penalties or more have been issued.

## Area / Business District

If you are interested in faults reported in a specific area or business district, tick the “Area / Business District” tick box.

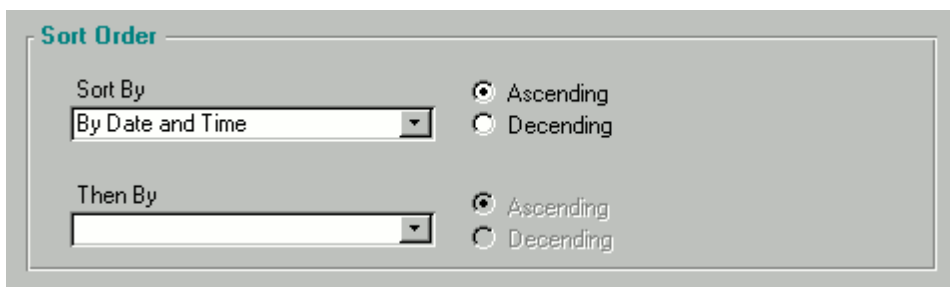


### **Area / Business District Control Group**

Select the required area or business district from the drop-down list box.

## Sort Order

You can choose the order in which the fault reports are listed, by using the “Sort Order” control group.



### **Sort Order Control Group**

Select the sorting attribute from the “Sort By” drop-down list box. This can be “By Date and Time”, “By Fault Category”, or “By Fault Status”. Click the “Ascending” or “Descending” radio button to select the sort order.

You can also specify how faults with the same attribute are sorted, by using the “Then By” drop-down list box and “Ascending” or “Descending” radio button. For example, you can sort by fault category, and then within each category sort by date and time.

## Generate Report

Once you have specified all the relevant criteria, press the “Report” button to generate the report. Note that the individual criteria described above can be combined to generate more specific reports showing only those faults that meet all the criteria. For example, you could specify that only the urgent faults created during a particular week, and related to a specific contractor should be reported.

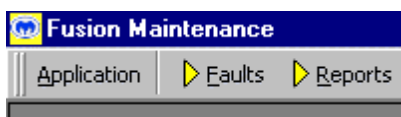
# Contractor Performance

Weekly performance reports can be generated and printed for each contractor, using the “Contractor Performance” page of the “Reports” form.

The screenshot shows the 'Fusion-Callout: Reports' window. At the top, there is a blue header bar with the text 'Fusion-Callout: Reports'. Below this is a tabbed interface with five tabs: 'Fixed Reports', 'User Defined Filters', 'Contractor Performance' (which is the active tab), 'Properties', and 'Cameras | Email'. The main content area of the 'Contractor Performance' tab is grey. It contains the following elements: a date label 'Monday, 14 November 2005'; a 'Contractor' label with a small icon and a drop-down list box; a 'Current Contract Week No.' label with a value of 'No.' and a note '(Monday is 1st day of week)'; a 'Contract Start:' label; a 'Contract End:' label; and a 'Contract Week No.' label with a drop-down list box.

## **Reports Form – Blank Contractor Performance Page**

If this form is not currently visible, press the “Reports” button in the menu bar at the top of the program window.



## **Reports Menu Button**

If the “Contractor Performance” page is not currently visible, click its tab at the top of the page.



## **Reports Form – Contractor Performance Page Tab**

To show the performance report for the current week, tick the “Contractor” tick box and select the required contractor from the drop-down list box.

**Fusion-Callout: Reports**

Fixed Reports | User Defined Filters | Contractor Performance | Properties | Cameras | Email

**Tuesday, 15 November 2005**

☒ **Contractor**

Fred Bloggs CCTV

Current Contract Week No: 30 (Monday is 1st day of week)  
 Contract Start: Sunday, 1 May 2005  
 Contract End: Sunday, 30 April 2006  
 Contract Week No: 30

**Contract Week No: 30 For Fred Bloggs CCTV**

Week Begin	Number Faults	Not Fixed	Not Cleared	Suspended	Urgent	Non-Urgent
14/11/2005	1	1	1	0	0	1
Attend Penalties: 0 Av Attend Non-Urgent: 3 Av Attend Urgent: 0 Fi x Penalties: 0 Av Fix Non-Urgent: 0 Av Fix Urgent: 0						

**Contract Data For Fred Bloggs CCTV - Summary Totals**

Number Faults	Not Fixed	Not Cleared	Suspended	Urgent	Non-Urgent
39	29	26	30	24	15
Attend Penalties: 34		Fi x Penalties: 11			

**Print Weekly Report**

**Contract Data For Fred Bloggs CCTV - All Weeks**

Contract Week No	Week Begin	No. Faults	Not Fixed	Not Cleared	Suspended	Fix Penalties	Attend Penalties
30	14/11/05	1	1	1	0	0	0
31	21/11/05	0	0	0	0	0	0
32	28/11/05	0	0	0	0	0	0
33	05/12/05	0	0	0	0	0	0
34	12/12/05	0	0	0	0	0	0
35	19/12/05	0	0	0	0	0	0
36	26/12/05	0	0	0	0	0	0
37	02/01/06	0	0	0	0	0	0
38	09/01/06	0	0	0	0	0	0
39	16/01/06	0	0	0	0	0	0
40	23/01/06	0	0	0	0	0	0
41	30/01/06	0	0	0	0	0	0
42	06/02/06	0	0	0	0	0	0
43	13/02/06	0	0	0	0	0	0
44	20/02/06	0	0	0	0	0	0
45	27/02/06	0	0	0	0	0	0
46	06/03/06	0	0	0	0	0	0
47	13/03/06	0	0	0	0	0	0
48	20/03/06	0	0	0	0	0	0
49	27/03/06	0	0	0	0	0	0

### Reports Form – Contractor Performance Page – Selected Contractor

The table on the right side of the page shows a summary of the contractor's performance during each week of the contract.

**Contract Data For Fred Bloggs CCTV - All Weeks**

Contract Week No	Week Begin	No. Faults	Not Fixed	Not Cleared	Suspended	Fix Penalties	Attend Penalties
25	10/10/05	0	0	0	0	0	0
26	17/10/05	0	0	0	0	0	0
27	24/10/05	0	0	0	0	0	0

### Contractor Performance Page – Weekly Performance Summary Table

You can use the scroll bar see the performance summaries for previous weeks of the contract.

On the left side of the page, more detailed performance statistics are shown for a selected week number.

Contract Week No

Contract Week No: 25 For Fred Bloggs CCTV						
Week Begin	Number Faults	Not Fixed	Not Cleared	Suspended	Urgent	Non-Urgent
10/10/2005	0	0	0	0	0	0
Attend Penalties	Av Attend Non-Urgent	Av Attend Urgent		Fi x Penalties	Av Fix Non-Urgent	Av Fix Urgent
0	0	0		0	0	0

### Contractor Performance Page – Weekly Performance Details

You can show the details for an earlier week using the “Contract Week No” drop-down list box. You can also print these details using the “Print Weekly Report” button in the bottom left corner of the page.

A summary of the contractor performance during the contract to date is shown below the weekly details.

Contract Data For Fred Bloggs CCTV - Summary Totals					
Number Faults	Not Fixed	Not Cleared	Suspended	Urgent	Non-Urgent
6	5	6	1	5	1
Attend Penalties	Fi x Penalties				
9	7				

### Contractor Performance Page – Contract Performance Summary

# “Top 25” Fault Reports

Two similar pre-defined reports are available. One lists the top 25 housing faults, and the other the top 25 camera faults. Simply click the “Properties” or “Cameras” page tab on the “Reports” form.

The screenshot shows the 'Fusion-Callout: Reports' window. At the top, there is a blue header bar with the text 'Fusion-Callout: Reports'. Below this is a tabbed interface with tabs for 'Fixed Reports', 'User Defined Filters', 'Contractor Performance', 'Properties', 'Cameras', and 'Email'. The 'Properties' tab is currently selected. The main content area displays a table titled 'Top 25 Housing Faults'. The table has four columns: 'Business District', 'Block', 'Group Apt', and 'Fault Count'. The data is as follows:

Business District	Block	Group Apt	Fault Count
All Saints	Lilleshall Crescent	1/1a - 3/3a	3
Ashmore Park	Ashmore Avenue	46 - 56	3
Blakenhall (Concierge)	Cross House	1 - 79	1
Low Hill	First Avenue	104/a - 110/a	1

At the bottom left of the table, there is a small icon of a printer.

## Reports Form – Properties Page – Top 25 Housing Faults

If this form is not currently visible, press the “Reports” button in the menu bar at the top of the program window.

The screenshot shows the 'Fusion Maintenance' menu bar. It has a blue header bar with the text 'Fusion Maintenance'. Below this is a menu bar with buttons for 'Application', 'Faults', and 'Reports'. The 'Reports' button is highlighted with a yellow background.

## Reports Menu Button

Click the “Properties” or “Cameras” tab at the top of the page.

The screenshot shows the 'Fusion-Callout: Reports' window. At the top, there is a blue header bar with the text 'Fusion-Callout: Reports'. Below this is a tabbed interface with tabs for 'Fixed Reports', 'User Defined Filters', 'Contractor Performance', 'Properties', and 'Cameras'. The 'Properties' tab is currently selected.

## Reports Form – Properties and Cameras Page Tabs

Click the print button in the bottom left corner of the page to print the report.



# Email History Report

A pre-defined email history report is available. Simply click the “Email” page tab on the “Reports” form.

ID	To	Subject	Sent Date	Attachments	Successful	Processed
127	paul.grossman@meyertech.co.uk	Message ID 127: Test Fusion Callout Emler at 141105 130003	14/11/2005 13:00:38		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
126	paul.grossman@meyertech.co.uk	Message ID 126: ID = 000253:Default Failure To Fix Penalty Notice:2	14/11/2005 11:58:22		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
125	paul.grossman@meyertech.co.uk	Message ID 125: Test Fusion Callout Emler at 141105 114809	14/11/2005 11:48:31		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
124	paul.grossman@meyertech.co.uk	Message ID 124: ID=000001:Fault Report		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
123	paul.grossman@meyertech.co.uk	Message ID 123: ID=000261:Fault Report		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
122	paul.grossman@meyertech.co.uk	Message ID 122: Test Fusion Callout Emler at 141105 093022			<input type="checkbox"/>	<input checked="" type="checkbox"/>
121	paul.grossman@meyertech.co.uk	Message ID 121: ID=000001:Fault Report		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
120	paul.grossman@meyertech.co.uk	Message ID 120: Message ID 119: Test Fusion Callout Emler at 1111			<input type="checkbox"/>	<input checked="" type="checkbox"/>
119	paul.grossman@meyertech.co.uk	Message ID 119: Test Fusion Callout Emler at 111105 120107			<input type="checkbox"/>	<input checked="" type="checkbox"/>
118	paul.grossman@meyertech.co.uk	Message ID 118: Test Fusion Callout Emler at 111105 114338			<input type="checkbox"/>	<input checked="" type="checkbox"/>
117	paul.grossman@meyertech.co.uk	Message ID 117: ID=000001:Fault Report		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
116	paul.grossman@meyertech.co.uk	Message ID 116: ID=000001:Fault Report		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
115	paul.grossman@meyertech.co.uk	Message ID 115: ID=000001:Fault Report		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
114	paul.grossman@meyertech.co.uk	Message ID 114: ID=000001:Fault Report		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
113	adrian.dobson@amdlt.co.uk	Message ID 113: ID=000001:Fault Report		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
112	adrian.dobson@amdlt.co.uk	Message ID 112: Test Fusion Callout Emler at 281005 142218	28/10/2005 14:22:35		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

## Reports Form – Email Page – Email History

If this form is not currently visible, press the “Reports” button in the menu bar at the top of the program window.










## Reports Menu Button

Click the “Email” tab at the top of the page.

## Reports Form – Email Page Tab

Click the print button in the bottom left corner of the page to print the report.

The buttons along the bottom of the form have the following functions.

	Refreshes the list of emails; used if an email is sent from this form.
	If for some reason emails have not been sent (not processed), and they no longer need to be sent, then use this button to clear them.
	Send an emails that have not already been sent (processed).
	Selects the first email in the list.
	Selects the previous email in the list.
	Selects the next email in the list.
	Selects the final email in the list.
	Displays all the details for the currently selected email in the list.
	Opens the Callout emailer form for manual emails. This can be useful for test purposes.

## Support

Meyertech offer comprehensive levels of support during the product's warranty period. Our support team will be happy to help with any problem you may experience relating to the installation or operation of FUSION or FUSION EDIT

1. Telephone support (+44(0)161 628 8406 ), which is available during normal office hours 9AM – 5PM Monday to Friday excluding Bank holidays. This support is free of charge.
2. Email support. Available 24 hours a day. Our normal response to emails is next working day. This support is free of charge. [support@meyertech.co.uk](mailto:support@meyertech.co.uk)
3. By Facsimile (+44(0)161 628 9811). Available 24 hours a day. Our normal response to facsimiles is next working day. This support is free of charge.
4. Site visits. Subject to availability, our engineers are available to attend site to assess and help with particular system problems firsthand. This service is chargeable. Please contact our Support department on +44(0)161 628 8406 for further details and availability.

Meyertech offer Extended Support Contracts on all their software products. Please contact our Sales department on 0161 628 8406 to discuss your requirements or visit our website [www.meyertech.co.uk](http://www.meyertech.co.uk)

**Meyertech Limited  
Office Block One  
Southlink Business Park  
Oldham  
OL4 1DE**

**Tel: +44 (0) 161 628 8406  
Fax: +44 (0) 161 628 9811**



**Meyertech Limited** is a member of the CCTV User Group.

# Warranty

Please refer to Meyertech Limited 'Terms & Conditions of Sale of Goods & Services' for interpretation.

1. If the Buyer establishes to the Seller's reasonable satisfaction that there is a defect in the materials or workmanship of the Goods manufactured, then the Seller shall at its option, at its sole discretion and within a reasonable time,
  - a. arrange for the repair or making good such defect or failure in such Goods free of charge to the Buyer (including all costs of transportation of any Goods or materials to and from the Buyer for that purpose),
  - b. replace such Goods with Goods which are in all respects in accordance with the Contract, or

subject, in every case, to the remaining provisions of this Condition 1 provided that the liability of the Seller under this Condition 1 shall in no event exceed the purchase price of such Goods and performance of anyone of the above options shall constitute an entire discharge of the Seller's liability under this warranty.

2. Condition 1 shall not apply unless the Buyer:
  - a. notifies the Seller in writing of the alleged defect within 12 (twelve) months from delivery or such other period or periods as may be agreed in writing between the Seller and the Buyer, and
  - b. allows the Seller a reasonable opportunity to inspect the relevant Goods.
3. For the avoidance of doubt, the Seller shall be under no liability under the warranty in Condition 1 above:
  - a. where such defects arise from any drawing, design or specification supplied by the Buyer; or
  - b. where such defects arise from fair wear and tear, wilful damage, or negligence of a party other than the Seller (or its employees or authorised personnel), abnormal working conditions, failure to follow the Seller's instructions (whether oral or in writing), misuse or alteration or repair of the Goods without the Seller's approval; or
  - c. where such defects arise in parts, materials or equipment which have not been manufactured or designed by the Seller but have been purchased at the Buyer's request by the Seller from the Buyer's designer and manufacturer or from some other third party (the **"Third Party Supplier"**).
  - d. if the total price of the Goods has not been paid by the due date for payment
  - e. in respect of any type of defect, damage or wear specifically excluded by the Seller by notice in writing: or
  - f. if the Buyer makes any further use of the Goods after giving notice in accordance with Clause 1
4. Any repaired or replaced Goods shall be redelivered to the Buyer free of charge to the original point of delivery but otherwise in accordance with and subject to these Conditions.
5. Alternatively to Condition 1 the Seller shall be entitled at its absolute discretion on return of the defective Goods to the Seller (at the Seller's request) to refund the price of the defective Goods in the event that such price shall already have been paid by the Buyer to the Seller, or, if such price has not been paid, to relieve the Buyer of all obligation to pay the sum by the issue of a credit note in favour of the Buyer in the amount of such price.
6. In respect of all Goods supplied to the Seller by a Third Party Supplier the Seller will on request pass on to the Buyer (in so far as reasonably possible) the benefit of any warranty given to the Seller by such Third Party Supplier and will (on request) supply to the Buyer details of the terms and conditions of such warranty and copies of any relevant product information sheets, technical data

sheets or product leaflets issued by such Third Party Supplier and the Buyer shall be solely responsible to the entire exclusion of the Seller for complying with the same.

7. For the purposes of Condition 1 references to Goods shall be deemed to exclude software.
8. The Buyer acknowledges that software in general is not error-free and agrees that the existence of such errors in the Software Programs shall not constitute a breach of this Contract.
9. In the event that the Buyer discovers a material error which results in the Programmed Products not performing substantially in accordance with the Functional Specification, or the Licensed Programs not performing substantially in accordance with the relevant Program Documentation and notifies the Seller of the error within 90 days from the date of the Seller making available the respective software to the Buyer (the **`warranty period`**) the Seller shall at its sole option either refund the price which the Buyer has paid to the Seller (or if such price has not been paid, relieve the Buyer of all obligations to pay the sum) in respect of the respective software or use all reasonable endeavours to correct by patch or new release (at its option) that part of the software which does not so comply provided that such non-compliance has not been caused by any modification, variation or addition to the software not performed by the Seller or caused by its incorrect use, abuse or corruption of the software by use of the software with other software or on equipment with which it is incompatible,
10. To the extent permitted by English law, the Seller disclaims all other warranties, with respect to the software which it provides pursuant to the Contract, either express or implied, including but not limited to any implied warranties of satisfactory quality or fitness for any particular purpose.
11. The Buyer is solely responsible for various scanning the software that it receives from the Seller pursuant to the Contract.
12. The Seller warrants that it will use reasonable skill and care in providing the Services to the buyer

# Appendix I Fault History

## A.1 Simple Fault Easily Cleared

### Typical history for simple fault that was easily cleared

Notes	NoteDatim	User
Printed fault report	25/09/03 11:13:31	Installer
Outcome: Fault was fixed, report cleared	25/09/03 11:12:33	Installer
Fault Resolution: Replaced door bell	25/09/03 11:11:27	Installer
Set Fix Datim: 25/09/03 11:10:56	25/09/03 11:11:05	Installer
Set Attend Datim: 25/09/03 11:09:31	25/09/03 11:09:37	Installer
Contractor Ref Set: Confirmed By: Bill Smith ContractorRef: sfsdfsdsdffb Confirmed At 25/09/03 11:03:11	25/09/03 11:03:22	Installer
Operator confirmed Fault Report fax sent automatically	25/09/03 11:03:05	Installer
Printed fault report	25/09/03 10:46:27	Installer
Fault log datim generated: 25/09/03 10:46:24	25/09/03 10:46:24	Installer
New Fault Created	25/09/03 10:43:39	Installer

# Appendix II Fault Report Flow Diagram

